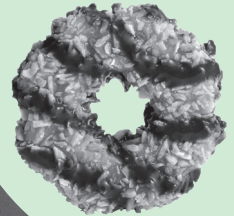


Girl Scout Cookie Program 2024



Service Unit Cookie Manager

You'll show them the way.
They'll have the confidence to succeed.

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Welcome!

Dear Service Unit Cookie Manager,

Welcome to the 2024 Girl Scout Cookie Program!

All Girl Scouts are part of an amazing sisterhood that is building entrepreneurial and life skills all with the support of their Girl Scout friends. We are glad to have you as a critical part of the team in making it a fun and rewarding experience for the Girl Scouts in your service unit.

We will officially kick off our Girl Scout Cookie Program December 15, 2023. Your service unit's participation in this program assists our nation's youngest female entrepreneurs as they continue to make meaningful contributions to their communities while becoming leaders of tomorrow.

This guide is designed to assist you and your service unit team with all aspects of the Cookie Program. It is a ready reference to acquaint you with GCNWI policies, procedures and resources. In conjunction with the Cookie Program Troop Manager Guide and the Family Newsletter, you will have the tools you need to train, coach and mentor troops. Please refer to these guides, the council website and all other communications throughout the program and contact the Product Program Team whenever you need additional assistance. Thanks for all you do for Girl Scouts!

We are here to support you!

Your Product Program Team

What's New in 2024

- ▶ **New Price.** Girl Scout Cookies for our council is \$6 per package for the 2024 season.
- ▶ **New Proceeds.** Troop proceeds will be \$1.15 per package for older-age level girls who elect to receive cash-only proceeds to support their more progressive experiences. Girls in kindergarten through 3rd grade, and others who choose to receive their earned girl rewards, will receive \$1.05 per package in troop proceeds.
- ▶ **NEW FOR 2024:** Troops who sold \$1,000 or more in the 2023 Fall Product Program will receive an additional \$0.05 per package sold.
- ▶ **NEW FOR Digital Cookie®** – initial order entry by parents. Parents/caregivers can add their girl order card quantities into Digital Cookie®. These orders will then flow over to eBudde™ once the parent/caregiver submits the order.

Service Unit Incentive



- ▶ Service units that reach 100% of their 2024 cookie goal will receive \$0.12 per case for every case sold.
- ▶ Service units that reach 105% of their 2024 cookie goal will earn \$0.25 per case.
- ▶ Service units that reached 100% of their 2023 Fall Product Program goal and 105% of 2024 Cookie Goal will receive \$0.35 per case of cookies sold.

Cookie Program At-a-Glance



Register for all training webinars
by scanning this QR code.

Watch eBudde™ training videos
by scanning this QR code.



OCTOBER – NOVEMBER

- Service unit cookie managers will receive a box of cookies for each troop from the bakery (**week of October 16**)
- Service unit cookie managers will also receive a training kit including the Service Unit Cookie Guide, Service Unit Cookie Goal, etc., from the council (**week of October 23**)
- Troops will receive cookie paperwork (**week of November 1**)
- Train troop cookie managers (TCMs) and encourage them to inform families and have Girl Scouts set challenging yet achievable goals. (**November/December**)
- Seek out potential cookie booth council sites and submit to the council to upload into eBudde™ (**November/December**)
- **November 1:** Service Unit Delivery Station Request Form due

DECEMBER

- Loop Site Guidelines available on the cookie resource page (**December**).
- **December 1:** ACH Authorization Form due from troops. *If the troop completed an ACH form for the 2023 Fall Product Program or the 2023 Cookie Program, they do not have to submit a new form.
- **December 4:** Digital Cookie® Webinar for parents and leaders, 6:30 PM CST. A recorded version will be available in December.
- **December 9:** Troop leader receives welcome email from Girl Scout Cookies and gains access to eBudde™ to view girl information.
- **December 9:** Be aware that girl households will receive an email from the Girl Scout Cookie Program/Girl Scouts USA with the subject, "Register for the Digital Cookie® Platform."

- **December 9:** SUCM access eBudde™ to verify troops and enter each TCM's contact information, and that troops have an ACH form on file.

JANUARY

- **December 15–January 15:** Initial order taking period.
- **January 2-4:** Loop Site Commitment form online submission period.
- **January 3:** eBudde™ Overview for Troops Training, 6:30 PM CST.
- **January 6:** Attend the Cookie Rally!
- **January 7:** Council Booth Site Sales sign up begins at 7:00 PM CST (troops can register for an additional two time slots only).
- **January 9:** SUCM can add Girl Scouts into eBudde™.
- **January 14:** Council Booth Site Sales sign up (round two) begins at 7:00 PM CST (troops can register for an additional two time slots only).
- **January 15:** New! Families can enter their Girl Scout's in-person order (order card orders) into the Digital Cookie® site through January 15 at 11:59 PM.
- The troop leader can enter in-person orders into eBudde™ if the parent or guardian has not entered the order into the Digital Cookie® site through January 15 at 11:59 PM.
- **January 16-17:** Open mic day, 6:00 PM – 8:00 PM CST. Have questions about entering troop cookie orders? Need assistance with eBudde? First time troop cookie manager? Have a general question about the cookie program? Members of the product program team will be available to answer questions in this open forum. Join the meeting: 1 312 626 6799 — Meeting ID: 928 5591 0391 Passcode: 761594
- **January 16:** Digital Cookie® girl-delivered sales for the initial order period must be placed by 11:59 PM CST to be included in the initial order.

Cookie Program At-a-Glance— continued

- **January 17:** Troops submit initial cookie order and initial reward order due in eBudde™ (11:59 PM CST).
- **January 18:** SUCM reviews troop orders in eBudde™ and assists troops that missed the January 17 deadline.
- **January 21:** Council Booth Site Sales sign up (round three) begins at 7:00 PM CST (troops can register for unlimited time slots).
- **January 22:** eBudde™ transaction tab opens at 7:00 PM CST; troops may place cookie cupboard orders.
- **January 25–Feb. 4:** Cookie delivery. (Council will update you with your delivery me and locaon.)
- **January 28:** Troop Sales (My Sales) site sign up begins.
- **January 29:** Cookie cupboards, including gathering place cupboards, open for additional cookie pick up.
- **January 29:** Goal Getter program begins.

FEBRUARY

- **February 2:** Cookie Booth Sales weekends begin.
- **February 15:** ACH Adjustment Form due.
- **February 16–18:** National Girl Scout Cookie Weekend.
- **February 14:** ACH Sweep One (50% of initial order due).

MARCH

- **March 11:** All online sales will be stopped at 11:59 PM CST. No more online sales.
- **March 12:** Cookie program, including Goal Getter, ends; gathering place cookie cupboards close.

- **March 13:** ACH adjustment and individual collection (IC) forms due; last day to enter troop cookie transfers.
- **March 14:** Submit troop/girl final reward orders in eBudde™.
- **March 15:** ACH Sweep Two (100% of remaining balance due).
- **March 20:** Loop Site day one.
- **March 27:** Loop Site day two.

APRIL

- **April 3:** Loop Site day three.

MAY/JUNE

Rewards delivered to SU. Keep track of any missing or damaged items from your reward shipment and report those items to the council within two weeks of delivery.

Sample Agenda for Hosting a Troop Cookie Manager Training

- ▶ Welcome and Introductions
- ▶ Review of TCM Responsibilities
- ▶ Review Important Dates & Deadlines
- ▶ What is the Cookie Program?
- ▶ The 5 Skills and Financial Literacy
 - The Annual Girl Scout Cookie Pin
 - Cookies and Prices
 - Steps to Getting Started
 - How Girls Sell Cookies
 - Gift of Caring
 - Rewards
 - Secrets to Success
 - What's New in 2024
- ▶ Share the Service Unit Goal
 - Set Troop Goals
- ▶ Girl and Parent Training
- ▶ Safety
- ▶ Cookie Program Resources and Technology
- ▶ Digital Cookie®
 - Sending Emails
 - Girl Delivery
 - Initial order entry by parents.
- ▶ Troop Use of eBudde™
 - Setting Up a Troop
 - Adding Girls
 - Placing Cookie Orders
 - Placing Reward Orders
 - Troop-to-Troop Transfers
 - Scheduling Delivery
- ▶ Preparing for Delivery
- ▶ Cookie Cupboards
 - Schedules
 - How to Place an Order
 - Returns and Exchanges
 - Goal Getter Program
- ▶ Booth Site Guidelines
 - What is a Cookie Booth?
 - Booth Scheduler
 - Appearance and Conduct
- ▶ Handling Girl and Troop Monies
- ▶ Closing the Cookie Season
- ▶ Open Floor for Questions
- ▶ Thank Attendees

This is Girl Scouts! Remember to make it fun!

This next section of the SUCM guide will go into detail regarding the many important elements that make up our cookie season.

Troop Cookie Manager Training

CONDUCTING TRAININGS

How you conduct cookie training sessions is at your discretion. Below you will find some friendly suggestions.

- Conduct two separate cookie training sessions consecutively with experienced TCMs in one session, and rookie TCMs in another.
- Present essential information during the first part of the training with everyone present and dismiss the experienced TCMs while the rookie TCMs continue training.
- Host a single event for all TCMs. Experienced TCMs can assist the rookies by sharing their best practices.
- Consider setting up a sample cookie booth or provide photos from prior booths so that new TCMs can see how these opportunities can contribute to their troop's success during the cookie season.

SETUP

Arrive at the facility at least 30 minutes to an hour prior to the training to ensure:

- The room is set up to handle the attendees.
- Sign-in sheets are available to record the attendees' names and troop numbers.
- The TCM guide is distributed (one per troop) to be used during the training.
- Sample cookies and water are available as refreshments.
- Projector and screen will be ready with the PowerPoint presentation (optional).
- The temperature in the room is comfortable. Make any adjustments needed.
- Pens and basic office supplies are available.

DURING THE TRAINING

Remember, training should be fun and informative! Utilize the TCM training PowerPoint presentation and Troop Cookie Manager Guide to help facilitate a successful training. Review each section and encourage leaders to ask questions.

Below are suggested additions for your training to ensure your troops are set up for success.

- Introduce TCMs to their cookie program guides and encourage them to use it as their go-to source for answers to their questions.
- Stress the importance of timely communication.
- Provide a sign-up sheet to gain support for delivery day. You might want to recruit booth site, delivery, and reward coordinators or general volunteers for all cookie-related tasks.
- See the next page for a sample agenda.

FOLLOWING THE TRAINING

Within 48 hours after the training, send an email to the TCMs to:

- Thank the volunteers for attending, and offer support and encouragement.
- Encourage them to place important dates in their calendar and to keep a copy of their checklist handy.
- Remind them to refer to their TCM guide or the cookie resources page on our council website when they have questions. Be sure to share a best form of contact so they can reach you when they are not finding the answers they need.

Sample Training Agenda

Need assistance with troop cookie training? Let the TCM training PowerPoint be your guide. This tool will help you train troops on all the new facets of the cookie program. A copy of the TCM training PowerPoint is located at girlscoutsgcnwi.org/cookie-resources.

Pre-Training Topics:

- ▶ Review your SU goal(s) and discuss what you'd like Girl Scouts to achieve in the coming year with SU leadership.
- ▶ Inventory the training items that were shipped to your service unit in October and report any discrepancies to the product program team immediately.
- ▶ In December, obtain a roster of the registered troops and the number of registered Girl Scouts per troop from the service unit manager or registrar.
- ▶ Ensure all TCMs are registered volunteers.
- ▶ Notify the troop leaders within your service unit of the training date. This notification should also request that the following information be emailed to you:
 - Name, email address and phone number of your TCM.
 - Number of years as TCM.
 - Level(s) of the troop.
- ▶ Number of registered Girl Scouts and number of participating Girl Scouts.
- ▶ Each troop should have the materials noted below. If additional materials are needed, please contact product program at productprogram@girlscoutsgcnwi.org.

Troop Training Packets

Every troop should receive a cookie program packet (by mail) with the following forms and information. Don't forget that many of these resources can be found at girlscoutsgcnwi.org/cookie-resources.

Each registered girl should have received a:

- Girl Scout order card
- Money envelope
- Family newsletter
- And a Goal Getter form

Each registered troop should have received a:

- TCM guide
- Jumbo envelope
- Two receipt books
- And a TCM Statement of Responsibility form (available online)

Scan here for your Volunteer
Cookie Resources!



Booth Sites

How it Works

Cookie booth sites are girl-operated opportunities for customers to purchase cookies from troops. All Girl Scout levels may participate in booth sites and will gain valuable experiences during the process.

Cookie booth site sales provide Girl Scouts opportunities to develop The 5 Skills, such as people skills, when they directly interact with customers, and money management when they collect payments and make change. Booth site sales also help girls reach their goals, so we encourage them to consider participation in cookie booth sites as part of their cookie program.

Girl Scouts, parents, and other volunteers are reminded that participation in a booth site is a privilege provided to them by merchants and business owners. Everyone who participates is representing Girl Scouts of Greater Chicago and Northwest Indiana, and everyone must always display proper manners and exceptional behavior and follow all merchant rules and council guidelines. We should always respect authority, respect ourselves and others, and leave the booth site better than we found it.

Booth Guidelines for Troop Cookie Managers

- ▶ The SUCM/booth coordinator secures booth site solicitation permits (where necessary). Request a copy of the permit from your SUCM/booth coordinator.
- ▶ High-rise buildings in downtown Chicago are reserved exclusively for Loop Sites Days and will be secured by council.
- ▶ If you have a personal connection to a high-rise building in downtown Chicago, you may be able to secure that building for your troop's use. Please coordinate that opportunity with Susan Rakis at srakis@girlscoutsgcnwi.org before January 1, 2024.
- ▶ The council secures charitable door-to-door solicitation permits (where necessary); however, the council does not secure permits required for booth sites (where necessary). These are permits the SUCM/booth sites coordinator will need to acquire.
- ▶ In addition to the businesses that are within your service unit boundaries, all service unit booths listed as a council site will be secured by the SUCM. Recruit volunteers to help secure booths. See next page for council site definition.
- ▶ Keep users of the Cookie Finder™ in mind. They're looking forward to purchasing cookies and troops should be there for their assigned shifts.
- ▶ Troops should remain at booth sites for the duration of their scheduled shift with an adequate number of cookies for customers.
- ▶ Troops that cannot fulfill their commitment to a scheduled shift must release their troop from that time slot in eBudde™ so that the shift may be available to other troops. If possible, 24- hour notice is appreciated.

SUM, SUCM, and SU Booth Coordinator Checklist

- ▶ Familiarize yourself with the booth site sale and safety requirements for troops outlined in the TCM guide and Safety Activity Checkpoints.
- ▶ At your TCM training, explain the eBudde™ Booth Scheduler sign-up procedures and booth guidelines as outlined in the booth sites section.
- ▶ Contact businesses and organizations within your service unit to obtain permission to schedule a booth site. Contact us at **productprogram@girlscoutsgcnwi.org** if you need a letter to send to businesses to request permission. Recruit volunteers to help secure booth site locations.
- ▶ Submit booth locations using the booth scheduler spreadsheet that will be sent to you for council to upload into eBudde™ at least one week prior to the first booth sign-up date.
- ▶ Keep a spreadsheet of all contacts made and include the business name, address, phone number, contact person, restrictions, certificate of insurance requirements, and notes.
- ▶ Service units may want to provide a list of stores or locations in the service unit to troops before the council booth site sign-up. However, troops can sign up for booths anywhere in our council.
- ▶ Scheduler opens to facilitate troops' pre-planning of what booth site locations they will look for when round one is open.
- ▶ You can access a current list of booth sites in eBudde™ prior to booth site sign up to help facilitate troop pre-planning.
- ▶ Continue to submit new locations/shifts to the product program team as they are secured until January 29, 2024.
- ▶ At the conclusion of booth site sale efforts, write thank-you letters to all host businesses. Girl Scouts can do this too!

Council Booth Sites

Large council booth sites are merchant locations where multiple selling opportunities are available for troops. Large council sites are secured by the SUCM with the assistance of other service unit volunteers.

Generally, booth sites are positioned in high-traffic locations such as local food chain and department stores. Troop managers and leaders may not contact large council sites.

All malls, Jewel-Oscos and Walmarts in and around Greater Chicago and Northwest Indiana will be secured by the council. Neither troops nor service units should approach them. As approvals are received, they will be added to eBudde™.

My Sales

My Sales are merchant locations where a troop member may have a special connection to a site that is suitable for one troop and is NOT listed as a council booth site. Troops must use the Cookie Finder™ to determine if the site they are seeking has already been requested by another troop or is established as a council booth site. If the site is available, troops must obtain permission from the merchant first before requesting approval for the site in eBudde™.

Service unit volunteers are responsible for reviewing My Sales requests in eBudde™ and will approve or deny requests. Sites may be denied if they are deemed inappropriate for Girl Scouts, are already reserved by another troop, are established as a council booth site, or are a safety concern. My Sales may not be secured or entered in eBudde™ until January 29, 2024. SUCM will not receive a notification when sites are waiting for approval. Please check often.

Loop Site Days 2024

It is a Girl Scout tradition in downtown Chicago for several high-rise buildings and businesses to host cookie-selling troops in their lobbies from morning rush hour through the evening rush.

Loop Sites in downtown Chicago are negotiated exclusively through the council. This is an incredible opportunity with immeasurable benefits; however, it comes with a very significant commitment on the part of a troop and each participating Girl Scout and adult.

Loop Site boundaries include Morgan Street on the west, Lake Michigan on the east, Pearson Street on the north and Cermak on the south. Troops should not be setting up their own booth sites within those boundaries.

If you personally know someone who owns a building/business in the Chicago Loop, please contact Susan Rakis at srakis@girlscoutsgcnwi.org. If they agree to host a Loop Site Sale, your troop will be assigned to that site if it is not already a participating Loop building.

The Loop Site Guidelines for Loop Site Sales will be available in December at girlscoutsgcnwi.org/cookie-resources. The online Loop Site Commitment form will be accepted starting at 12:00 AM on January 2, 2024, and will close at 11:59 PM CST on January 4, 2024. The first 15 commitment forms received for each of the three Loop Site days will be guaranteed a building. All other form submissions after the first 15 will be placed on a waiting list and troops will be assigned a building as additional buildings commit to participate.

Loop Site Days 2024:

March 20

March 27

April 3

Booth Site Script

Please use this script as a guide. Change it to fit your personality and the facility you are calling.

1. My name is _____ and I am calling on behalf of the Girl Scouts of Greater Chicago and Northwest Indiana's annual cookie program. In addition to our order taking, we would like to give Girl Scouts the opportunity to have a cookie booth to help them reach their troop's goal. Last year we had permission to (if you did have permission) sell cookies at your facility and would like to secure permission to sell again this year.

YES **NO** (If NO, please politely ask the manager why and report it to productprogram@girlscoutsgcnwi.org.)

2. The dates we have selected for the booth sales are the weekends of:

February 2, 3, 4	February 9, 10, 11	February 16, 17, 18
February 23, 24, 25	March 1, 2, 3	March 8, 9, 10

We would like to schedule the booths in the following time slots:

Friday: 4:00–8:00 PM | **Saturday/Sunday:** 9:00 AM–1:00 PM | 1:00–4:00 PM | 4–7 PM

3. Would these days and times be good for you?

If these days and time slots do not work for you, is there an alternative?

Alternate days/time slots approved: _____

4. Will this be an inside or outside location?

INSIDE **OUTSIDE**

If outside, may the Girl Scouts come inside to warm up if needed?

YES **NO**

May the Girl Scouts use your restroom facilities?

YES **NO**

5. Please describe where the booth would be located within the business (i.e. in the lobby, outside the east doors, near the check-out lanes, etc.):

6. May Girl Scouts display a poster a week prior to the sale? **YES** **NO**

If yes, where may they display it? Where: _____

7. May Girl Scouts display a poster during the sale? **YES** **NO**

If yes, where may they display it? Where: _____

8. Who should the troop contact when they arrive at your business?

Name: _____ Title: _____

Email Address: _____ Phone: _____

9. Please list requests/restrictions that should be considered in the space below (i.e. location of table):

Cookie Delivery

Cookie delivery will take place **January 25–February 4**. The product program team will contact you to confirm your delivery location, date and time. If you have a service unit delivery coordinator, they will manage this process. Do not begin scheduling troops until your delivery time is confirmed by the delivery agent. This will be at least seven days before delivery.

Initial Order Distribution – Delivery Station

Service Unit Delivery Stations are staffed and coordinated by the service unit cookie manager.

Before any troops receive cookies, you should plan to get organized ahead of time.

- ▶ Secure a location large enough to handle the anticipated flow of traffic. Last year's location may be ideal; however, you may need to update the plan over time.
- ▶ Submit an electronic delivery station request form by November 1.
- ▶ Recruit volunteers or troops to help with delivery. This is hard work, so schedule three to five volunteers for every 1,000 cases to be processed.
- ▶ Be on time for your service unit delivery.
- ▶ Allow for one hour between delivery and the first troop pickups so that you have the time to count your service unit total cases, organize your volunteers and break down pallets for easy moving.
- ▶ When product is delivered, count and recount the number of cases by variety.
- ▶ Quantities must be verified and signed for before the delivery truck driver departs from your location. If there is a shortage, the delivery agent may have extras on the truck. Document variances and have the delivery truck driver acknowledge it.
- ▶ Once the order is signed for and the truck leaves, corrections cannot be made, so make sure discrepancies are noted. Take the time if needed to ensure accuracy.
- ▶ If the discrepancy cannot be corrected at the time of delivery, it's important to document your discrepancy on the delivery receipt. In most cases the delivery agent will be responsible for fixing the problem. If not resolved within 24 hours, please contact the product program staff.
- ▶ During delivery, you may find damaged cases. Notify the delivery agent immediately so that you may exchange those cases. Do not accept or open damaged cases. In most cases, there will be extras on the truck to replace damages. If not, gathering place cookie cupboards will be able to replace the damaged item.
- ▶ Do not distribute to troops until the entire order is unloaded and counted.
- ▶ Utilize eBudde™ to create an initial order pick-up schedule. Troops can choose a pick-up time from your range of times, or you may assign times based on order size (consider staggering large orders).

- ▶ Prepare quick-pick sheets (bubble sheets) and/or receipts for each troop prior to delivery. These forms are available for download at girlscoutsgcnwi.org/cookie-resources or at any gathering place.
- ▶ Remember, gift of caring packages are not included in troop cookies at delivery.
- ▶ Coordinate volunteers to help sort orders, check in troops as they arrive and verify orders with them.
- ▶ **During the actual distribution process, there are several key reminders that can prevent any hiccups:**
 - Carry a fully charged cell phone with you for volunteers to contact you. Be sure to have their cell phone numbers with you and they have yours. Last-minute changes to the schedule can be facilitated if you have ready communication to your troops.
 - Remind troops of the importance of timeliness. At your discretion, late troops will be accommodated when possible or at the end of day.
 - When troops pick up their orders, the number of cases by variety must be counted again and verified. Signatures must be obtained for all troop pickups! Make sure that each troop's representative understands the importance of counting and verifying their quantities. Once cookies are counted and signed for, the signer is responsible for accuracy. Discrepancies cannot be corrected.
 - Do not store product in a car, direct sunlight, a garage, on a cement floor, porch, patio, or in any warm place. Remember, you are responsible for this product until it is officially transferred to a troop.

Instructions to TCMs for both Delivery Station and Drive Thru Methods

- ▶ Bring a printout of the troop order to verify case counts.
- ▶ Bring enough vehicles to accommodate the entire order in one trip.
- ▶ Please be on time.
- ▶ Check in with the delivery station manager/coordinator.
- ▶ Check the product count as it is being loaded into your vehicle and verify the order again at home immediately before distribution to the girls.
 - A receipt must be signed by the TCM and SUCM any time money and product are exchanged. Once signed, discrepancies cannot be corrected.
 - Damaged product will be replaced. Troop orders will not be modified.
 - Prepare all girl product orders before families arrive for pick up.

Drive-Thru Method

For a service unit to qualify for a drive-thru method, a minimum of three service units must use the same location. Less than three service units may have a drive-through delivery IF their service unit order fills a trailer at one location (2,500 case minimum).

SUCMs will receive location and delivery time frame confirmation from the council. Each service unit will receive a specific time frame for troop pickup.

Before delivery day:

- ▶ Log in to eBudde™.
- ▶ Print the troop sales summary report found on the REPORTS tab.
- ▶ Use the summary report to prepare a picking ticket for each troop.
- ▶ Assign troops delivery times or have troops sign-up in eBudde™.
- ▶ Recruit volunteers (minimum of ten over the age of 13) to help during the service unit delivery time frame.

On delivery day:

- ▶ Check in troops as they arrive.
- ▶ Tape the picking ticket to the vehicle window so that the volunteers at the trailer can see it easily. Service unit volunteers load the correct number of cases into the vehicles according to the picking ticket.
- ▶ Make sure that an accurate count is made before signing the delivery receipt.
- ▶ A receipt must be signed by the SUCM and the TCM before the troop leaves the delivery site. Once the order is signed for, corrections cannot be made. Make sure all discrepancies are noted. Ask troops to have their vehicles pull over and take as long as needed to ensure accuracy.
- ▶ Clean up the area for the next service unit delivery. Remove all trash and recycling.
- ▶ Report delivery discrepancies to your product program manager no later than two business days after delivery; discrepancies reported after two business days will not be honored.

SHOP



Brand-New



Cookie Booth Kit

Includes:

Cookie Tote Bag
Pop Up Banner
2 Table-Top Tents
GCNWI Thank You Notepad
Money Pouch
4 Button Pins

\$30

shop.girlscoutsgcnwi.org

How to Handle the Money

Girl Monies

- All participating Girl Scouts must be registered with GSUSA and have a signed Girl Scout Permission and Responsibility Form turned in to the TCM prior to participating in the cookie program.
- Girl Scouts may accept cash and/or checks made payable to “Girl Scout Troop XXXXX-GCNWI” as payment for cookies. Girls should only accept preprinted checks with the issuer’s address.
- Cookie funds should be collected from Girl Scouts and safeguarded by parents immediately. If the money and/or product is stolen, a police report needs to be filed and the council needs to be notified immediately.
 - ▶ Additionally, the loss needs to be reported to your private insurance carrier. Ultimately, the individual who lost the money/product is financially responsible to the council. Cookie funds should be submitted for deposit to the TCM immediately in their original form (cash and/or customer checks), promptly and frequently. Parents must NEVER deposit cookie funds into their personal bank accounts. A receipt must be filled out and signed by the TCM and the parent any time money and product are exchanged.
- Troops will be permitted to submit one (1) request to adjust the ACH Sweep one to accommodate late girl payments on the first ACH Sweep. A minimum sweep of 25 percent of the amount due is required for a ACH adjustment to be accepted.
- Troops must pay the entire balance due with the second ACH Sweep. In the event of an outstanding balance, you MUST submit an ACH Adjustment form and Individual Collection (IC) form for that girl.
- Troops that transfer cookies to another troop must enter the transfer into eBudde™ a minimum of one (1) week prior to the last ACH Sweep.
- Troops that submit an ACH adjustment for the second ACH Sweep will delay the final sweep for two weeks only. A final sweep for the total amount due is scheduled for March 29.
- Troops that do not enter their troop-to-troop transfers by the deadline will be responsible for monetary transactions between troops.
- Troops and all their authorized eBudde™ users will be locked out (or remain locked out) of eBudde™ after first ACH sweep if:
 - ▶ They have not submitted their banking information,
 - ▶ They return NSF in the first sweep,
 - ▶ Or if their sweep returns because of invalid account information.
 - ▶ Troops and all their authorized eBudde™ users will be reinstated in eBudde™ if they make a payment equal to the February 15 sweep or a follow up sweep two weeks later is successful.

Troop Monies

New this year! Council will roll over banking information from last year. However, troop information changes frequently and we must have the most current bank information in the system prior to the ACH sweep. No exceptions! Please use the online ACH form found at girlscoutsgcnwi.org/cookie-resources.

Collection and Delinquency Issues

- Troops should never pay for a Girl Scout's delinquency; service units should never pay for a troop delinquency.
- If a Girl Scout has placed an initial order but has not paid the troop for that order, additional cookies should not be given to that Girl Scout until the initial order is paid. If a troop gives additional cookies to that specific Girl Scout before the initial order has been paid for, the council will not accept an IC form for that Girl Scout's open cookie balance.
- Troops may not submit another IC form for a Girl Scout's open cookie balance if the girl was reported as delinquent in previous year.
- IC forms for Girl Scout delinquencies and ACH adjustment forms must be submitted by March 14, 2024.
- In the event that a volunteer has a bad debt, the council will attempt to make contact three times. After three attempts have been made, the volunteer will be sent to collections and released of their volunteer position. In the best interest of our Girl Scouts, volunteers and the council at-large, Girl Scouts GCNWI reserves the right to prosecute if the troop has an unpaid balance.
- Troops or parents that have a balance with the council will be sent to collections after June 1, 2024. No payment plan will be offered.

Returned Checks

- Troops will be reimbursed for customer NSF check charges only; bank charges to the troop due to lack of funds in the troop account when payment is due will not be refunded. Troops must fill out and submit a Returned Check Fee Reimbursement Request Form within seven days of receipt. The form can be found at girlscoutsgcnwi.org/cookie-resources.

Wrapping Up the Cookie Program

If you have kept up with everything, wrapping up the cookie program should be easy. Refer to this list that outlines all the steps required to finish the season.

- ▶ If a troop opts out of rewards, they must be Junior, Cadette, Senior or Ambassador level AND all girls must agree. eBudde™ cannot be programmed to automatically prevent younger troops from opting out. Double-check the **SETTINGS** tab to verify the troop's eligibility. Multi-level troops should be reported as "Multi." If a majority of the girls are Junior or above, they can opt out like any older troop. Override any troop if they are not eligible based on their actual age level.
- ▶ Check the **GIRL ORDERS** tab for each troop to make sure all the packages have been allocated to the girls. Either "unsubmit" the troop to have them go back and complete it, or you can do it based on the troop leader's instructions. If the troop does not complete the allocations by the due date, the Service Unit Cookie Manager may allocate packages equally amongst the girls.
- ▶ Check the **Booth Recorder** on the **BOOTH SITES** tab to verify that troops tracked the sales.
- ▶ When troops transfer cookies to another troop, the transaction should be entered on the **TRANSACTIONS** tab ONLY by the troop transferring cookies OUT. Make sure there are no obvious duplicate troop-to-troop transactions that have caused the troop to be out of balance.
- ▶ Each troop must submit rewards on the **REWARDS** tab, even if they have opted out (they must select and submit patches and events if applicable). Verify that all girl rewards have been selected so that you can **SUBMIT** the service unit's Reward Order.
- ▶ **PLEASE NOTE:** Troops with an average of 200 packages-per-girl must communicate with Girl Scouts' families to figure out what t-shirt size and selections should be ordered. This is extremely important, as there are no extras available because we only order sizes based on eBudde™ selections. Also, up to two t-shirts may be ordered for troop volunteers. Sizes are required at this time. We sincerely thank you for your help!
- ▶ Review balances due for each girl and contact troops that have parent outstanding balances to remind troops to submit a Discrepancy Report.
- ▶ Congratulations to your Girl Scouts is in order! Plan a celebration for all the hard work you and the Girl Scouts in your service unit put into our cookie program.

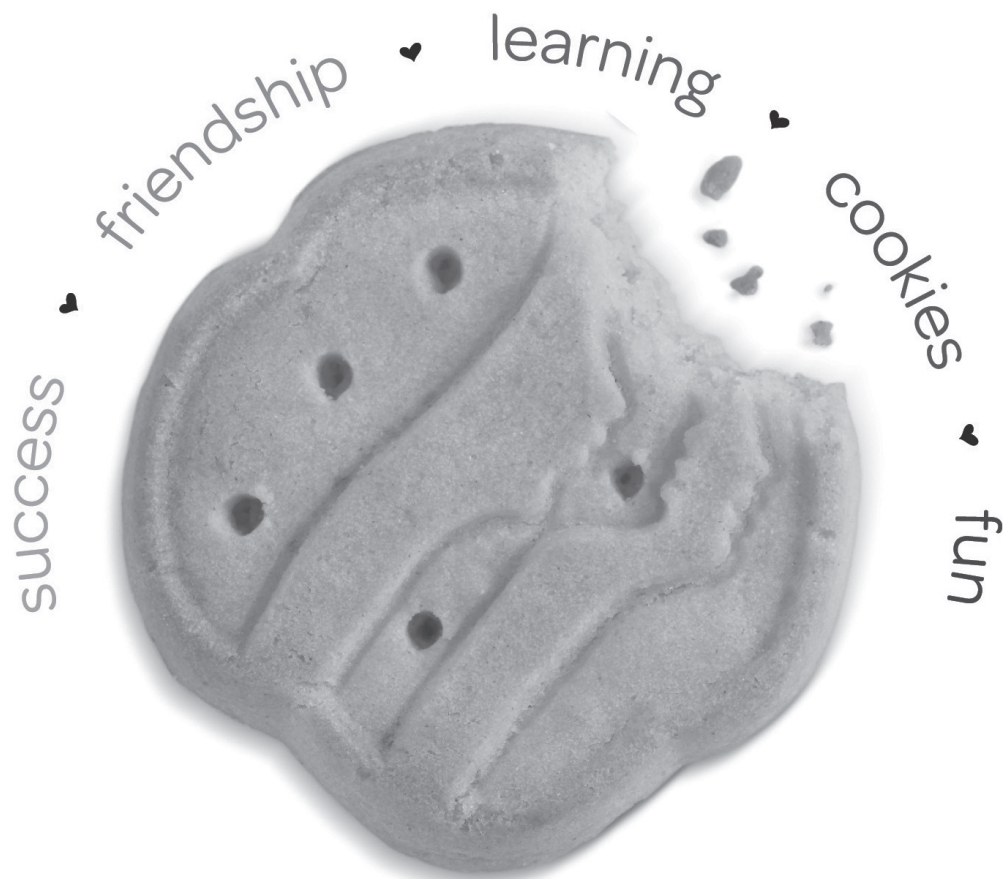
Submit the Rewards Order

When you have finished reviewing all the troops' data, you must submit the service unit Rewards order. From the service unit home page, click on the Rewards tab.

- You may review the rewards order by clicking Review Rewards Order.
- Verify your service unit Rewards delivery address so we ship it to the right place.
- When you are sure that the rewards order is complete, click Submit Rewards Order.

Changes cannot be made once submitted.

Notes



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